

## Client Charter

Social is committed to providing our clients with the highest standards of advice and support. This starts with our single core value: Life Happens. That is our commitment to our clients that, when things happen beyond your control or out of hours, we'll be there for you.

We aim to delight our clients through our:

- Collaborative approach
- Skilled and experienced team
- Smart strategic approach
- Creative delivery.

All our work is managed in line with our formal quality assurance policy, which incorporates a structured approach for managing a wide range of projects. We are committed to producing work that is:

- Consistent and aligned with the client's brief and expectations
- Of a required quality level
- Within the budget agreed with the client
- Managed according to our rigorous process/project plan incorporating checks, proofing and internal and client approvals as appropriate
- Evaluated to demonstrate effectiveness and enable informed review
- Delivered on time, fulfilling the specification, on budget and supplied in the correct formats.

When we fall short on this we commit that we will:

- Listen to our customers
- Respond to what they say promptly
- Involve senior members of our team as and when necessary
- Learn lessons to improve our future service.

Our commitment is underpinned by:

- A culture of honest feedback, internally and externally
- Transparent account management processes to give confidence to clients
- Clear escalation procedures for client complaints
- A learning culture that continually seeks to improve.

If you have any questions about our service to clients, you can contact the Director who leads the team you work with or you may contact Margaret Quinn, Group Business Development Manager (Margaret.quinn@social.co.uk).